

Progress in Q1 2016

Reporting against the Activity Plan

23 July 2016



Summary

The 2016/17 Activity Plan has been in effect since 1 April 2016. This is the first quarterly report on progress against the plan. More detail on these items is included in the body of this report.

KEY: **GREEN** is DONE; **RED** is DELAYED

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Focus Areas	<p>1-A: World Internet Project</p> <p>2-A: Copyright & TPP</p> <p>2-B: Collaborations: Tech Economy</p> <p>3-B: Am I a Network Operator?</p> <p>2-B: Speaker Series</p>	<p>1-B: Independent Access Review</p> <p>2-B: Collaborations: Internet of Things</p> <p>2-B: Speaker Series</p> <p>3-A: Easy Transparency</p>	<p>1-B: Telco Act Review</p> <p>2-A: Digital Regulation</p> <p>2-B: Speaker Series</p> <p>3-A: Easy Encryption</p> <p>3-B: Information Security Makeover</p>	<p>1-A: Digital Inclusion Map</p> <p>1-A: Fostering Use of Inclusion Map</p>
Issues Programme	See new items listed in report			State of the Internet 2017
Community Programme	Grants Professionalisation Project	NetHui Collaborations: ITX and Open Source, Open Society NZIRF online	NetHui 2016 Events Grants Round TBC	Grants Round TBC NZIRF events NZNOG support
International Programme	ICANN		ICANN IGF	Oceania School of Internet Governance ICANN
Communications & Outreach	Communications Pipeline		Website Phase 2	
Governance & Members	Council Meeting	Council Meeting	Council Meeting	Council Meeting
Operations	See BAU activity listed in report.	IT Asset management	Internal Phone system replacement	System Interoperability

Introduction

The 2016/17 Activity Plan sets out an ambitious agenda for InternetNZ in 2016. Highlights include the following.

- New **Focus Areas** with keystone projects – these will blend Issues and Community team members and involve policy, technical and collaboration approaches:
 - **Access to the Internet**
 - Mapping and solving Digital Divides
 - Internet Infrastructure – the Telco Act review
 - **Use of the Internet for everyone's benefit**
 - Protecting creative potential – the Copyright Act review
 - Sharing stories about innovative Internet use
 - **Identity, privacy and security in the Internet age**
 - Controlling your data online
 - Improving the security of data online
- An expanded **community funding** envelope (up by 20% to \$600k)
- A new approach to **NetHui**, with three regional events in 2016 leading into a classic national event next year
- A proposed **Oceania Internet Governance School** in collaboration with regional and global partners
- A boost to our **Communications** capacity in order to
- Ongoing baseline work in our **Issues, Community and International Programmes** – doing the basics right
- Improvements to our **Operations** capability, with new responsibilities for Andrew Cushen in this area

In doing this work, the team has three overall goals in mind:

- **Communicating** our work and perspectives more effectively.
- Better and broader **Outreach** to more of the Internet community.
- An increased **professionalism** in all that we do.

The purpose of this quarterly report is to demonstrate our delivery against this plan, and to provide a detailed summary of where we are at in delivering it all.

As per usual, we welcome your feedback, comments and questions about this work. Please do get in touch.

Jordan Carter
Chief Executive

Focus Areas

We have developed a new approach to our proactive outward-facing work this year. Through a process of discussion among members and stakeholders and analysis of the Internet and the broader environment, we identified three areas to focus our work on. These are:

- Access to the internet
- Use of the Internet for everyone’s benefit
- Identity, privacy and security in the Internet Age

Focus Area 1: Access to the Internet

Being able to get online is a precondition to being able to gain from the Internet. Through fixed and wireless networks, more New Zealanders than ever before are online, and there are a growing set of choices about how to get online. Since the Internet is ever more important to being able to participate in society, the “digital divide” between those who are online and those who aren’t is widening, even as the number of people without access is falling.

Project 1-A: Understanding digital divides

Our **goal** in 2016 is to become recognised as the authority on digital divides in New Zealand, enabled by our data-driven approach and analysis on the issues. This will help ensure that there is evidence to argue that addressable divides be solved.

Activity	When	Report	Status
World Internet Project Utilising and promote the World Internet Project 2015 survey and other relevant NZ research which supports understanding of digital divides in New Zealand.	Q1	We supported the launch of the World Internet Project with events in both Auckland and Wellington, and are following up this work with further engagement in utilising the data.	DONE
Digital Inclusion Map Develop the Digital Inclusion Map with the 2020 Trust (www.digitalinclusion.nz) into being the authoritative source of information about the digital divide in New Zealand, and about initiatives that seek to address those divides.	Q4	We’ve launched our project with 2020 Trust, and have scoped out our proposed approach. We’ve also applied for and been successful in gaining support as a Data Futures Forum Catalyst Project.	UNDERWAY
Fostering Use of Inclusion Map Foster effective utilisation of that new Digital Inclusion Map by the Internet	Q4	This work is dependent on completion of the map, and then further sharing amongst our	NOT STARTED

community, though encouraging new community forums to collaborate on addressing divides and utilising the data available to target, measure and celebrate inclusion initiatives.		networks.	
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Project 1-B: Improving Internet infrastructure

Our **goal** in 2016 is to ensure that the Review of the Telecommunications Act results in legislative changes that support the development of high quality connectivity to all New Zealanders, at reasonable prices, and in a manner that allows for Internet innovation.

Activity	When	Report	Status
Telco Act Review Lead discussion in the Telecommunications Act review to ensure a wider range of perspectives are taken into account, through collaborating with MBIE in creating broad discussion forums and in preparing submissions, ideas and contributions to this policy debate consistent with our principles.	Q3	We have been waiting for the Government's response to the initial round of submissions on the <i>Regulating Communications for the Future</i> document, in order to correctly design our further responses.	UNDERWAY
Independent Access Review Create our own analysis of the state of access networks in New Zealand to both "keep the industry honest" about the state of delivery and performance, but also focus attention where necessary on those New Zealanders that may still miss out from the Internet in New Zealand.	Q2	Our plan is to use the Broadband Map as part of this analysis, dependent on the availability of new datasets from around the Industry. We are kicking this work off in the near future.	NOT STARTED

Focus Area 2: Use of the Internet for everyone's benefit

The beneficial potential of the Internet is nowhere near fully realised. Its ability to foster communication, collaboration and creativity has much, much more to deliver New Zealand - both for economic and social ends. InternetNZ's role is to protect this potential and to promote these benefits and uses. Once connectivity is provided, this effective utilisation challenge is the next frontier.

Project 2-A: Protecting the Internet’s creative and economic potential

Our goal in 2016 is to shape the discussion on intellectual property, copyright in particular, in recognition of this need for balance in the public interest. When the review does happen, the concept of the generative Internet should be seen as an important one, with a knowledgeable and mobilised community that can argue for the potential of the Internet at the heart of the balance that is required.

Activity	When	Report	Status
Copyright & TPP Respond to the ongoing legislative agenda in copyright and intellectual property rights, in response both to the Trans-Pacific Partnership and to the ongoing wider legislative reform agenda in copyright, with the goal of delivering flexible, adaptable, incentivising and realistic legislation in these areas.	Q1	Our work here has been delayed due to the legislative timetable being different to what we planned for this work. We have continued to submit on this process through out, as well as engage in a number of other events around exploring the issues present.	UNDERWAY
Digital Regulation Work with the New Zealand Initiative on a Digital Regulation project, and how the New Zealand Government, local government and our economic actors could better enable the economically beneficial use of the Internet through sensible digital regulation.	Q3	We’ve kicked off our work with the New Zealand Initiative.	UNDERWAY

Project 2-B: Society and the Internet

Our goal for 2016 is to work together with the Internet community and a range of organisations including our Strategic Partners, to demonstrate and explore usages of the Internet that can unlock new potential and present both opportunities and challenges, and make these available to the general public.

Activity	When	Report	Status
Speaker Series An enhanced Speaker Series of events, where we will showcase perspectives of different parties involved in a particular issue relating to the Internet in New Zealand, augmented with specific community resources and discussion documents that perpetuate the learnings from these events and InternetNZ’s own	Q2 Q3	We’ve successfully delivered both the first speaker series event for 2016/17, Death and the Internet, in front of over 50 attendees. Following that event, in July we also released our resource on how people can plan their Digital Legacies, as an enduring piece	UNDERWAY

<p>positions on key issues related to the topics.</p>		<p>of advice from this event. Planning is well underway for the next two speaker series events in September and December.</p>	
<p>Collaborations Specific targeted collaborations with our Strategic Partners and other like minded organisations, to explore issues in depth and strength together – like the Internet of Things with TUANZ, open data uses through the Internet with Figure.NZ, effective Government use of the Internet with the Innovation Partnership.</p>	<p>Q4</p>	<p>Our first output in this work was a report with NZTech on the value of the New Zealand technology ecosystem</p>	<p>UNDERWAY</p>

Focus Area 3: Identity, privacy and security in the Internet age

Security and privacy on the Internet is one of the primary challenges of our time. Our understanding of what it means to be private is changing in the online world, as more people willingly exchange personal information for enhanced, Internet enabled services. However, we also increasingly deal with the risks and challenges presented by this reality through making informed choices about our privacy online.

Project 3-A: Controlling your data online

Our **goal** in 2016 is to provide leadership, alongside others, about privacy and anonymity that help New Zealanders to decide what the issues are. From there, people will be able to make informed choices about the information they share, in exchange for a clear understanding of the benefits that such sharing will entail.

Activity	When	Report	Status
Easy Transparency Develop a series of resources that make it easy for New Zealand organisations to inform the public information about how many times government agencies ask them for information - aka Transparency reports.	Q2	Our work here is prepared for launch in August 2016.	UNDERWAY
Easy Encryption Develop a series of resources that explain how New Zealanders can make use of readily available encryption tools to increase their privacy online	Q3	We're yet to commence our work on this Activity.	NOT STARTED

Project 3-B: Securing data online

Our **goal** in 2016 is to increase the understanding of responsibility that New Zealand organisations have in securing information about New Zealanders online.

Activity	When	Report	Status
Am I a Network Operator? Develop a series of resources clarifying the law around network operators and how and when particular legal	Q1	We've deliberately delayed the launch of our Am I a Network Operator resource for the following reasons:	DELAYED

<p>obligations around information security apply.</p>		<ul style="list-style-type: none"> - To correctly understand the legal issues and ensure that the advice we provide is sound. - To have a clearer part of our own launch and communications calendar. <p>This resource will now be available in August.</p>	
<p>Information Security Makeover A campaign around Information Security makeovers, where we will demonstrate how organisations can secure their data online through practical demonstrated actions in a competition like setting</p>	<p>Q3</p>	<p>We're yet to commence our work on this project, but we have successfully started engagement with a variety of Government and other potential partners about collaborations on this work.</p>	<p>NOT STARTED</p>

Internet Issues Programme

Baseline Activity	When	Report	Status
<p>Updating the State of the Internet Report (SOTI):</p> <p>Continue to develop this Report as an authoritative source for information about the Internet in New Zealand by publishing the 2017 edition.</p>	Q4	We won't start work on the next edition of the SOTI until the fourth quarter, and will quite explicitly refine this project given the learnings from our previous edition.	NOT STARTED
<p>Response to emerging Internet Issues:</p> <p>We will retain capacity where possible, and otherwise reprioritise as required, to ensure that InternetNZ is able to respond to emerging Internet Issues during the year.</p>		These will be listed as new Activities below.	ONGOING
New Activity	When	Report	Status
<p>RCEP Negotiations</p> <p>We intend to repeat our same model of engagement as on the TPP, in terms of engaging early and alongside the rest of the tech industry on this trade agreement.</p>	Q1	We hosted a discussion alongside the Auckland negotiating round, with over 50 delegates from negotiating parties listening to New Zealand technology community perspectives on how the Internet relates to this agreement	DONE
<p>ISP Spotlight</p> <p>We want to increase understanding amongst New Zealand Internet users about aspects of the service they buy from ISPs; increase the avenue for conscious consumerism, and lead positive change from ISPs</p>	Q1	We launched, and increased the traffic to the InternetNZ website by 1300%. We have half a dozen examples of positive ISP change, and have successfully started a number of conversations amongst users about what matters and why. We are now talking to external parties about how they can host this data too.	DONE
<p>EFF GamePlan</p> <p>We want to analyse and discuss the New Zealand response to the EFF Gameplan to end Internet Surveillance</p>	Q1	This is a hangover item from the previous year, and we launched our analysis in May.	DONE

Community Programme

Baseline Activity	When	Report	Status
<p>Community Grants:</p> <p>Two funding rounds (one focused on Internet research and one on community projects, with a conference attendance grant component of each round) coordinated with community engagement events. Additionally community grants work includes ongoing engagement with existing and potential grant recipients.</p>	<p>Q2</p> <p>Q3</p> <p>Q4</p>	<p>Q2-3: Community Projects and Conference attendance round being launched in July and applications close in August (aligned with NetHui collaborations events) with assessment and decision processes in Sept to November.</p> <p>Q3-4: Internet Research and Conference attendance round being launched in December and close in January 2017 (aligned to NZIRF activities) with assessment and decision processes in Jan to March 2017.</p>	<p>ONGOING</p>
<p>Strategic Partnerships:</p> <p>community funding support of partners and collaborate on areas of focus, facilitating interaction between partners and the Internet community. Engaging with and reviewing potential future partnership opportunities.</p>	<p>Q1-4</p>	<p>Q1: Negotiations with potential partners, with delays around changes for organisations.</p> <p>Q2: Partnerships proposals to Council and agreements signed after Council decisions.</p> <p>Q3: Partnership governance meeting around Nov Council meeting.</p>	<p>ONGOING</p>
<p>Community Sponsorship:</p> <p>reach new communities and events through strategic sponsorship to support community events and awards.</p>	<p>Q1-4</p>	<p>Events sponsorship approved so far this year includes:</p> <ul style="list-style-type: none"> -NZ Cyber Security Challenge at Waikato University, July 2016 -International conference on Privacy, Security and Trust, with the support of ATEED, Unitec, December 2016 -Gather, July 2016 <p>Details at https://internetnz.nz/sponsorship</p>	<p>ONGOING</p>
<p>Community Organisation Support:</p> <p>Providing ongoing support as committed and building and maintaining</p>	<p>Q1-4</p>	<p>Q1: MoU supports for TUANZ and NZITF signed. Discussions with NZNOG and Kiwicon for support</p>	<p>ONGOING</p>

effective working relationships with TUANZ, NZITF, NZNOG, and Kiwicon, as well as managing ad hoc and other requests for support.		progressed. Q2: Signing agreement for support with NZNOG (for in-kind event organisations) and Kiwicon (\$20k per annum for two years). Ongoing collaboration with community organisations.	
New Zealand Internet Research Forum: This year the focus will be on supporting the New Zealand Internet Research Community by supporting an online NZIRF open research hub, as scoped at NZIRF 2016, as well as meet-ups and connections within the community, looking to hold the next NZIRF event in late 2017, Also collaboration with eresearch conference and broadened Internet research events and groups will be explored and delivered.	Q4	Work not yet started, planning and communications to commence in Q3.	NOT STARTED
New Activity	When	Report	Status
NetHui 2016: deliver a series of three NetHui events across New Zealand as a new format, designed to increase the visibility and participation in the NetHui in new locations and communities.	Q1-3	Q1: NetHui Roadtrip idea tested and confirmed with community and discussions progressed from interest from potential host venues. Q2: NetHui 2016 Roadtrip dates and venues to be announced and programme process and promotion. Q3: October dates TBC for NetHui Roadtrip.	ONGOING
NetHui Collaborations: collaborate with ITX and Open Source Open Society Collaborations in Wellington in July and August 2016 to deliver 'NetHui Sessions' at these events as well as increase access and engagement from broader communities through supporting scholarships and livestreaming for the events.	Q2	Planning and preparations for NetHui sessions and InternetNZ involvement in ITX and Open Source, Open Society (OSOS) events completed in Q1. Q2 events to be held: <u>ITX</u> NetHui Session on Day 2 # of ITX INZ rep on ITX organising committee	ONGOING

		<p>INZ rep acted as IT Awards judge</p> <p>InternetNZ sponsorship of Student Fellowships to ITX</p> <p>Sponsorship of event acknowledged for collaboration work</p> <p><u>OSOS</u></p> <p>NetHui Sessions barcamp to be held on final afternoon of OSOS.</p> <p>InternetNZ sponsor of livestreaming for the first time of OSOS, to enable greater participation.</p>	
<p>Māori Engagement Project:</p> <p>support the work of the Māori engagement committee of Council and engage tikanga and language expertise and training to support governance and operational practices.</p>	Q1-4	<p>Q1: Workshop held on development of a Māori Engagement Strategy.</p> <p>Q2: Marae visit and training for Council and staff planned for day before August Council meeting.</p>	ONGOING
<p>Community Grants Professionalisation Project:</p> <p>new reporting and communications processes will be implemented to increase outreach with grants recipients and about grants into the broader community. Also the policy framework, including assessment process, reviewed to ensure scalability and appropriate resourcing. Additionally an Impact Assessment framework will be developed for adoption.</p>	Q1-4	<p>Q1: Review of reporting and communications undertaken internally and presented to Grants Committee. Also staff and Grants Committee review and discussion of policy framework and operations manual.</p> <p>Q2: New Community Funding Coordinator starting and implementing reporting changes, as well as finalise review and updating of policy framework with new Grants Committee and Council.</p> <p>Q3 & 4: Impact Assessment framework development with Grants Committee for Council adoption planned.</p>	ONGOING

International Programme

Baseline Activity	When	Report	Status
<p>International Internet governance organisations and forums:</p> <p>Internet Governance Forum, Australia IGF, Asia-Pacific regional IGF, Pacific Islands IGF, APRICOT, IETF etc.</p>	<p>Q1</p> <p>Q2</p> <p>Q3</p> <p>Q4</p>	<p>Attendance and involvement at ICANN56 in Helsinki.</p> <p>Attendance and involvement at A-P IGF.</p>	<p>ONGOING</p>
<p>ICANN engagement:</p> <p>as ccTLD manager for .NZ and as a civil society organisation.</p>	<p>Q1</p> <p>Q3</p> <p>Q4</p>	<p>Delegated and managed in accordance with the International Strategy and Plan, across the INZ Group</p>	<p>ONGOING</p>
<p>Support of NZ Internet Governance engagement:</p> <p>We will continue to support the work of the New Zealand Government in Internet governance, with an ongoing focus on ITU, ICANN and World Summit on the Information Society (WSIS) follow-up processes</p>	<p>Q3</p>	<p>Ongoing engagement throughout.</p>	<p>ONGOING</p>
<p>International Group Strategy:</p> <p>Supporting growing professionalism and coordination in outreach across the InternetNZ Group by reinvigorating the Group International strategy.</p>		<p>Yet to commence.</p>	<p>NOT STARTED</p>
New Activity	When	Report	Status
<p>Oceania Summer School of Internet Governance:</p> <p>Having progressed discussions with a range of international partners on the concept of an Oceania School of Internet Governance (OSIG), we plan to convene a project committee of partners to develop and host an inaugural event for the region, including New Zealand Australia and the Pacific Islands. Confirmed organisations interested in participating include University of Queensland, APC, ISOC, PICISOC, ICANN and Internet Australia, with other key partnerships in the region likely.</p>	<p>Q4</p>	<p>Details will be committee led but early 2017 is anticipated for the event, if hosted at the University of Queensland.</p>	<p>NOT STARTED</p>

Communications and Outreach

Baseline Activity	When	Report	Status
<p>Core Communications:</p> <p>Regular communication goes out to all internal and external stakeholders with work updates on Issues, Community and International Programmes.</p>		Dot News now released to members and stakeholders on a monthly basis. Regular additional blogging and content from all teams.	ONGOING
<p>Stakeholder Planning:</p> <p>A plan is developed to shape perceptions among key stakeholders to explain our mandate and encourage dialogue and two-way relationships.</p>	Q1	Stakeholder planning methodology implemented and now in use.	DONE
<p>Stakeholder Outreach:</p> <p>Ongoing organisational wide improvements in managing stakeholder outreach.</p>		Stakeholder management methodology now in implementation.	ONGOING
New Activity	When	Report	Status
<p>Communications pipeline:</p> <p>Delivering a managed set of communications media and assets that supports an improved pipeline of delivery from the Programmes, and allows high quality content to be produced and delivered quickly.</p>	Q1	Refined pipeline clarifying roles and responsibilities, and content types, designed and awaiting full implementation thanks to arrival of new Communications Staff in September 2016.	DONE
<p>Website Phase 2:</p> <p>Delivery of the second phase of InternetNZ's website redevelopment, as launched at the end of 2014, by improving and enhancing core functionalities to make it operationally workable, user-friendly and professional.</p>	Q3	Work underway to review and design approach.	UNDERWAY

Governance and Membership

Baseline Activity	When	Report	Status
Membership Survey: done biennially rather than annually	Q2 Q4	New survey being done for AGM aligned with Public Research “Traditional” member survey to be done in Q3-Q4.	UNDERWAY
Members Meetings: done twice a year in planning and review		Planning for a membership engagement and stakeholder event in Q3.	NOT STARTED
New Activity	When	Report	Status
Membership Process Improvements: working with Council and members to identify ways to improve the membership offer, implementing these during the year, and reflecting on successes and lessons learned next year.	Q3	Work underway with an external advisor to formally research and review the membership offering.	UNDERWAY

Operations

Baseline Activity	When	Report	Status
Financial Management: Full responsibility for all aspects of financial management and administration for InternetNZ and for significant components of DNCL & of supported partner organisations (NZITF, NZNOG, and IPv6).	Q4	Reporting to the end of Q1 has been completed for INZ and DNCL. NZITF's new PBE reporting as been completed and is just to be review. Deloitte's are preparing new PBE templates for NZNOG and IPv6.	ONGOING
Human Resource management: managing our obligations as an employer of 11 FTE staff.	Q3	Currently reviewing the HR policies to make sure it meets the standard requirement as well as review other policies relating to staff benefits (e.g. Travel Policy, Telecommunication or ICT policies)	ONGOING
Governance Support: organise and provide support for the AGM, Elections, Council meetings, Strategy Retreats, Subsidiary Board appointments, and Committee secretariat support.	Q4	AGM and Council Elections completed on 29 July 2016. Preparations for the Council and staff Marae training as well as for the August Council meeting are underway.	ONGOING
Subsidiary services & support: including reception, meeting coordination, financials and IT for DNCL, and facilities management.	Q4	Continuously supporting the subsidiaries by providing meeting support, admin support, ICT maintenance and facilities management (including security access) when required	ONGOING
Statutory compliance obligations, including all business legislation and in particular charities, health & safety and human resources legislation.	Q4	Charities annual returns are due in Q2 for INZ, DNCL, NZITF, NZNOG and IPv6. Health and Safety and HR legislation are a work in progress, and will be handed over to the new Organisational Development Advisor.	ONGOING
Overall office support including reception functions, facilities	Q4	Continuously supporting the whole team by providing	ONGOING

management and support, and administration support (as needed).		meeting support, admin support, facilities management (including security access) when required	
IT management: responsible for managing both internal IT assets and supplier relationships that provide them.	Q4	Maintain good communication and liaise when required with the ICT Solution provider (Think Concepts)	ONGOING
Travel management: the centralised responsibility for managing all travel requests.	Q4	Maintain good communication and liaise when required with the Travel Management provider (Orbit Travel)	ONGOING
Internal Policy development: ownership and responsibility for maintenance of both operational and governance policies.	Q4	Review of operational and governance policies are due to be done by Q2	NOT STARTED
Event Delivery: supporting the Programmes through full project management of standing external event commitments - budgeting, facilities, catering, programming, logistics	Q3	ANZIA Is being held on Tuesday 30 August in Melbourne. Assisting auDA with event and NZ Finalists attending the gala dinner. NetHui 2016 Will be held in Nelson, South Auckland and Rotorua. NZNOG Trinity Wharf has been booked from 23 - 27 January 2017	ONGOING
Membership support and administration: managing the full operational support requirements of our ~400 members		Membership renewals between the period of April-June 2016 and preparations for the Council elections between during the same period went well. Maintenance and updating of the membership records and mailing lists are still ongoing.	ONGOING
Programme Support: working with the Issues, Community and International Programmes to support their activities.	Q4	Speaker Series The next Speaker Series, Harassment and the Internet, will be held on 8 September.	ONGOING

New Activity	When	Report	Status
<p>Internal phone system replacement: replacing the PABX based system used internally.</p>	Q3	<p>Due to unseen circumstances of needing to upgrade the VC for the main boardroom and other small meeting rooms, as well as the need to upgrade the network hardware to enable VPN access, the Management Team has agreed to have the phone system review move and considered for the next financial year and use the current budget to address the other urgent replacement/upgrade of the VC and network hardware.</p>	ON HOLD
<p>IT asset management: develop an asset management process and policy detailing timeframes for replacement of office IT.</p>	Q2		ONGOING
<p>System interoperability: develop integrations between various business and financial systems for efficiency (e.g. accounting and membership systems links).</p>	Q4	<p>This work is scheduled to commence when the Organisational Development Adviser is on board, predicting a start in Q3.</p>	NOT STARTED